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Web Services API Reference

Customer Chat API

Customer Chat API

This is part of the [Multimedia Interactions API](#) section of the [Web Services API](#).

Overview

This section describes general concepts employed to allow a client application to provide users the ability to initiate a chat session with an agent in the contact center.

General Topics

[General Topics](#)

Resources

[Chat Resource](#)

[Chat Messages](#)

Basic Operations

[Request Chat](#)

[SendMessage](#)

[Complete](#)

[SendStartTypingNotification](#)

[SendStopTypingNotification](#)

Polling

[Get Chat](#)

[Get Messages](#)